APPENDIX D
PRICING AND SERVICES INDEX

Security Services Categories	Customer Discount		
	Small Customer	Medium Customer	Large Customer
DIR Managed IT Security Services			
B. Security Monitoring and Management Services			
1. NIDS/NIPS Systems			
a. Cyber Attack Alerts	13%	13%	13%
b. Cyber Attack Countermeasures	13%	13%	13%
c. Configuration Management of Monitored Devices: Security Hardware	13%	13%	13%
d. Configuration Management of Monitored Devices: Security Software	13%	13%	13%
2. Host and Applications Log Monitoring			
1. Network attack activity	13%	13%	13%
2. Continuous event identification	13%	13%	13%
3. Advanced analysis and correlation of security events	13%	13%	13%
4. Expert human interpretation	13%	13%	13%
5. Timely response and escalation procedures	13%	13%	13%
6. Dynamic online reporting	13%	13%	13%
7. Security management and event responses ractices	13%	13%	13%
8. Intrusion detection and response	13%	13%	13%
IT Security Services			
A. Network infrastructure discovery, mapping and inventory services			
1. Scanning	13%	13%	13%
B. Risk and Vulnerability Assessment Services			
1. Perimeter vulnerability scans	13%	13%	13%
2. Internal network vulnerability assessments	13%	13%	13%
3. Network risk assessments	13%	13%	13%
4. Host vulnerability assessments	13%	13%	13%
5. Host risk assessments	13%	13%	13%
C. Implementation Services			
1. NIDS/NIPS deployment and configuration services	13%	13%	13%
D. Incident Response Services			
1. Virus outbreak assistance	13%	13%	13%
2. Ciber attack response assistance	13%	13%	13%
3. Forensic services	13%	13%	13%
4. Remediation services	13%	13%	13%
E. Security Support, Intelligence and Alerting Services			
1. Firewall support services	13%	13%	13%
2. Virus outbreak notification services	13%	13%	13%
3. Vulnerability alerting services	13%	13%	13%
4. Internal threat alerting services	13%	13%	13%
5. External threat alerting services	13%	13%	13%